



Adult Mental Health Annual Class Member Survey

2007 Findings

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Data Source

The Annual Class Member Survey was administered by mail in April/May of 2007. As in previous years, the survey was sent to all AMHI class members who live in Maine. Consumers were asked about their impressions of the quality and accessibility of their mental health services. The survey also gathered demographic data, information about consumer satisfaction, and questions related to consumer outcomes.

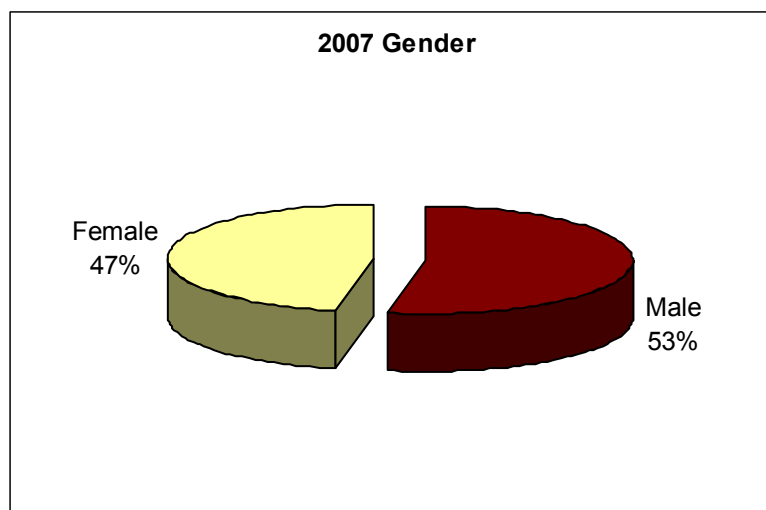
Factors Influencing the Data

The survey had a response rate of 15.8%. A total of 3,194 surveys were mailed, 504 surveys were completed and returned. Last year's survey (2006) had a response rate of 19.8% with 2,563 surveys mailed and 507 returned. The mailing list was generated from the Enterprise Information System (EIS) database. The surveys were sent to consumers or to their guardian.

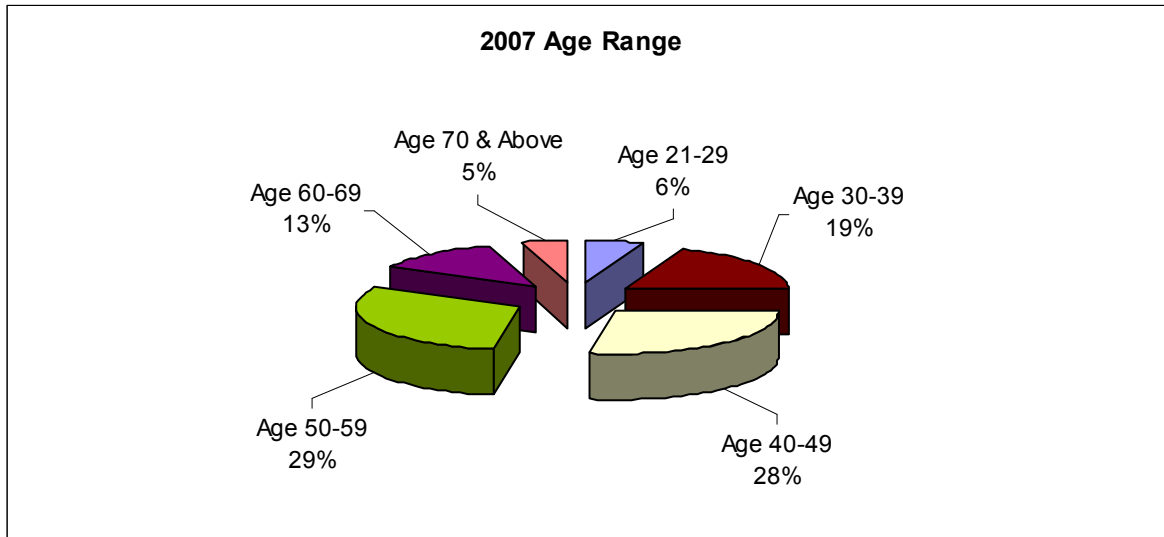
The survey was three pages long and contained a total of 38 questions. The questions addressed the following topic areas: Crisis services; inpatient hospitalization for mental health reasons; transportation; recreational, social and leisure activities; peer supports; mental health services case management; current living situation; employment; dental and health; rights; and demographic questions.

Consumers were informed by cover letter that the survey was anonymous and that the answers they provided would be used for service improvement purposes only. Although there were assurances that the data would remain confidential, some respondents chose not to answer all the questions. This was most often the case in the demographic questions. The results and findings of the survey are presented below.

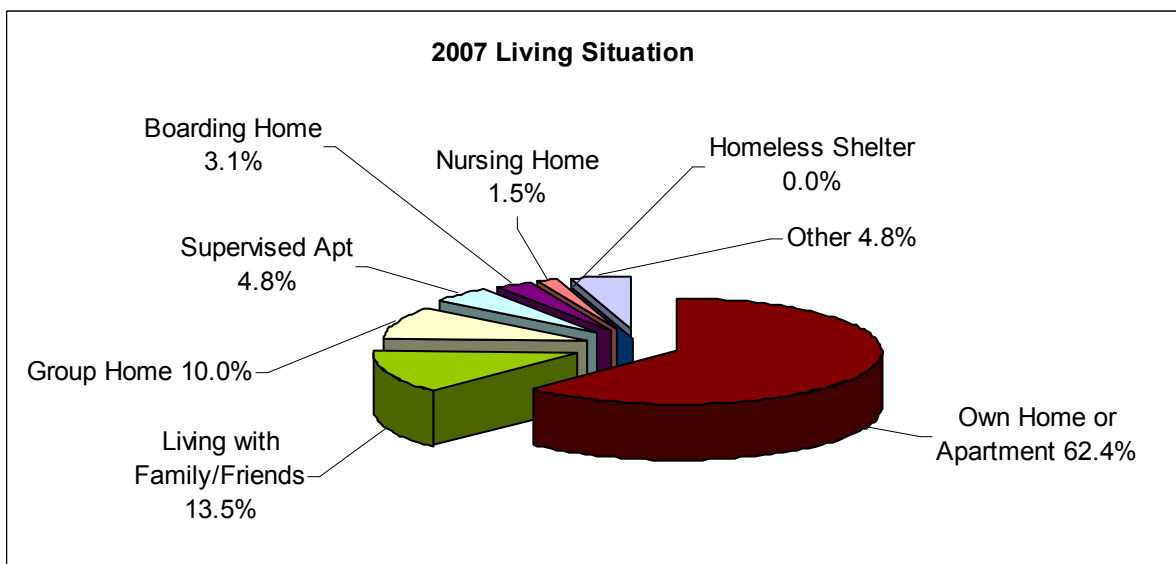
Demographics



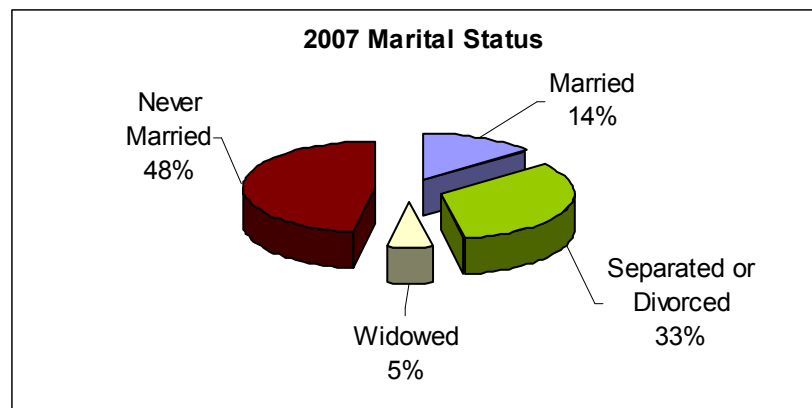
- Survey respondents were 53% male and 47% female.



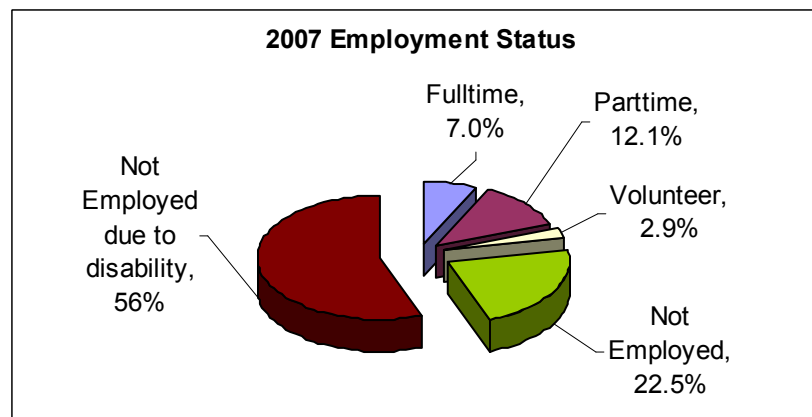
- Nearly 75% of participants reported being age 40 or older.
- About 6% reported being between the ages of 21-29.



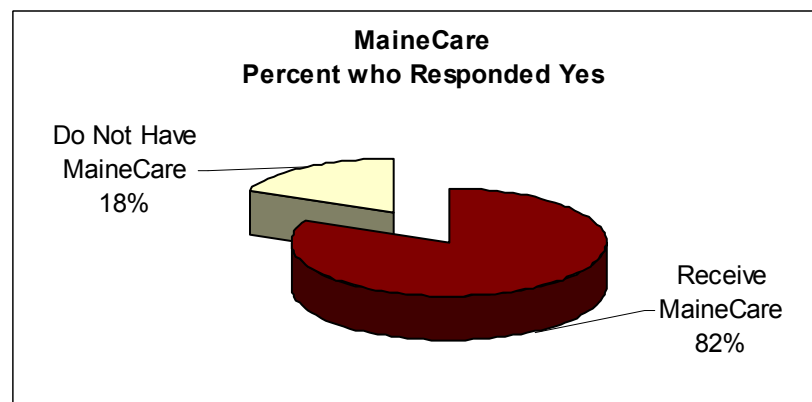
- Nearly two-thirds (62%) of those who responded either own their own home or rent an apartment.
- About 20% reported residing in a group home, supervised apartment, boarding home, or nursing home.



- Nearly one-half (48%) of those surveyed reported that they have never been married.
- One-third (33%) of the respondents reported they were separated or divorced.



- More than three-quarters (79%) of consumers reported being unemployed with just over one-half (56%) reporting they were unemployed due to a disability and 22% reported being unemployed.
- Another 22% reported working fulltime, part-time, or on a volunteer basis.

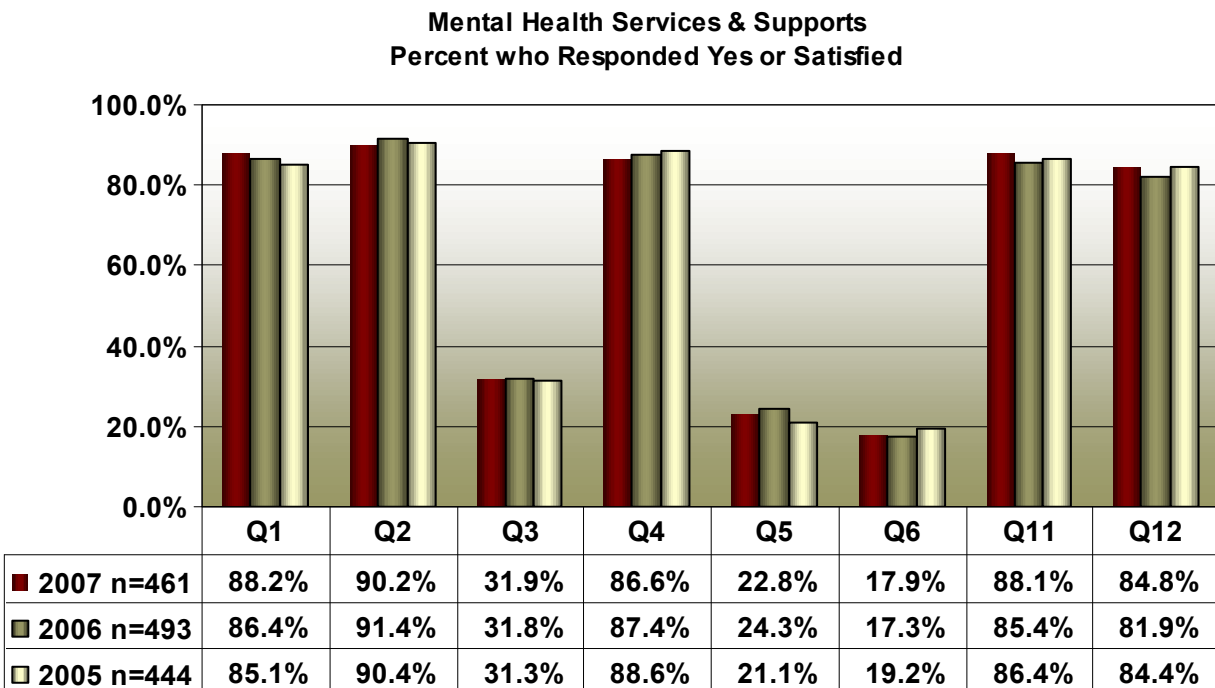


- Most of those who responded (82%) reported they received MaineCare Insurance.

Ethnicity

- The majority of people (94%) surveyed reported being Caucasian.

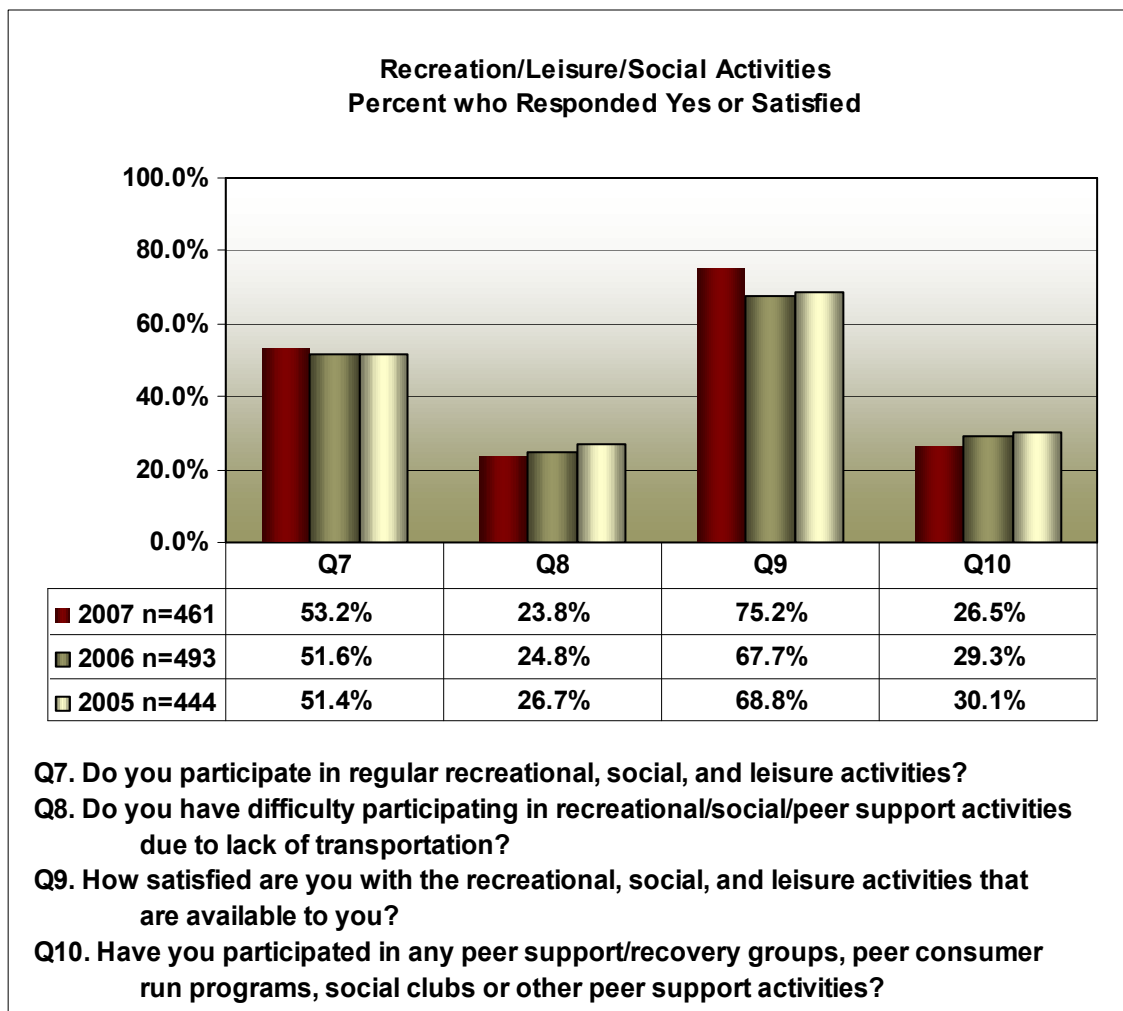
A Comparison of Survey Questions: 2005 Through 2007



- Q1. Can you get the mental health services and supports you need?
 Q2. Do you know how to get help in a crisis if you should need it?
 Q3. Have you used crisis services over the past year?
 Q4. Have crisis services been available to you when you needed them?
 Q5. In the past year have you been hospitalized for your mental illness
 Q6. Are you unable to get to medical/mental health appointments due to lack of transportation?
 Q11. Have you used mental health services/supports in the past year?
 Q12. To what extent are you satisfied with MH Services/supports you received this past year?

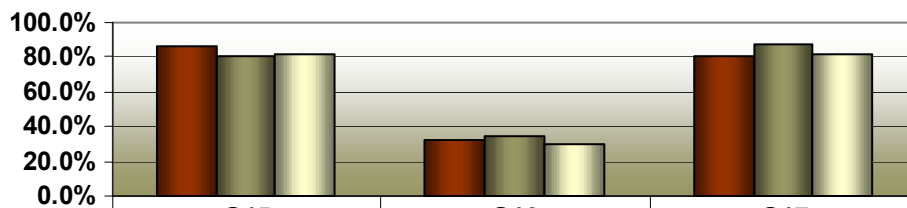
- About 88% of consumers who responded to the 2007 survey reported being able to get the mental health services and supports they needed.
- 90% reported knowing how to get help in a crisis, 32% indicated they had used crisis services, and 86% reported crisis services were available when needed.
- Of the 32% (304) who reported to have used crisis services over the past year, 88.4% stated the services were available when they needed them.

- Nearly one-quarter (23%) of consumers who responded to the 2007 survey indicated they had been hospitalized for mental illness in the past year.
- Nearly one in five (18%) of consumers who responded to the 2007 survey indicated being unable to get to medical/mental health appointments due to lack of transportation.
- The majority (85%) of consumers who responded to the 2007 survey reported being satisfied with the mental health services and supports they received.



- Nearly one-half (53%) of those who responded to the 2007 survey participated in regular recreational, social, and leisure activities.
- One-third (27%) participated in peer support/recovery groups (peer consumer run programs, social clubs or other peer support activities), while 24% reported difficulty participating in recreational/social/peer activities due to lack of transportation.
- A large majority (75%) of those who responded to the 2007 survey reported being satisfied with the recreational, social, and leisure activities that were available.
- Satisfaction with recreational and social activities has increased significantly from 2005 (68.8%) to 2007 (75.2%).

Living Situation Percent who Responded Yes or Satisfied



	Q15	Q16	Q17
2007 n=461	86.1%	31.9%	81.0%
2006 n=493	80.8%	34.6%	87.3%
2005 n=444	82.1%	30.3%	81.4%

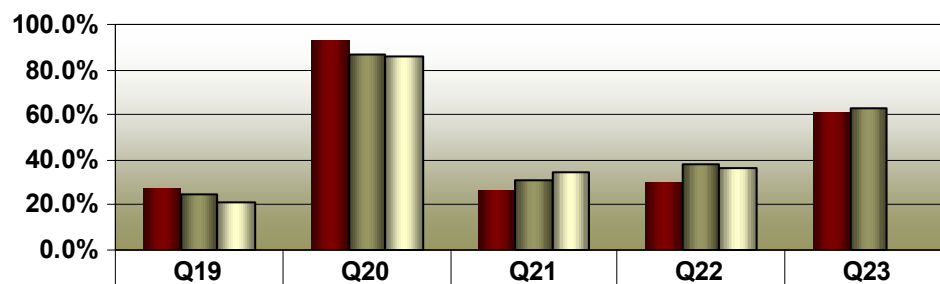
Q15. How satisfied are you with your living situation?

Q16. Did you receive residential housing services/supports (in-home support) in the past year?

Q17. If you received residential housing services/supports, to what extent have you been satisfied with them?

- Satisfaction with current living situation is at a three-year high of 86.1% in 2007 as compared to 80.8% in 2006 and 82.1% in 2005.
- Satisfaction with housing services or supports decreased by 6.3% with 81.0% from 2007 and 87.3% from 2006.

Employment Percent who Responded Yes or Satisfied



	Q19	Q20	Q21	Q22	Q23
2007 n=461	27.4%	92.6%	26.4%	29.7%	61.1%
2006 n=493	25.0%	86.6%	30.9%	38.2%	62.4%
2005 n=444	21.3%	85.5%	34.3%	35.9%	0.0%

Q19. If employed full time or part time, do you receive health benefits from your employer?

Q20. If employed, how satisfied are you with your employment?

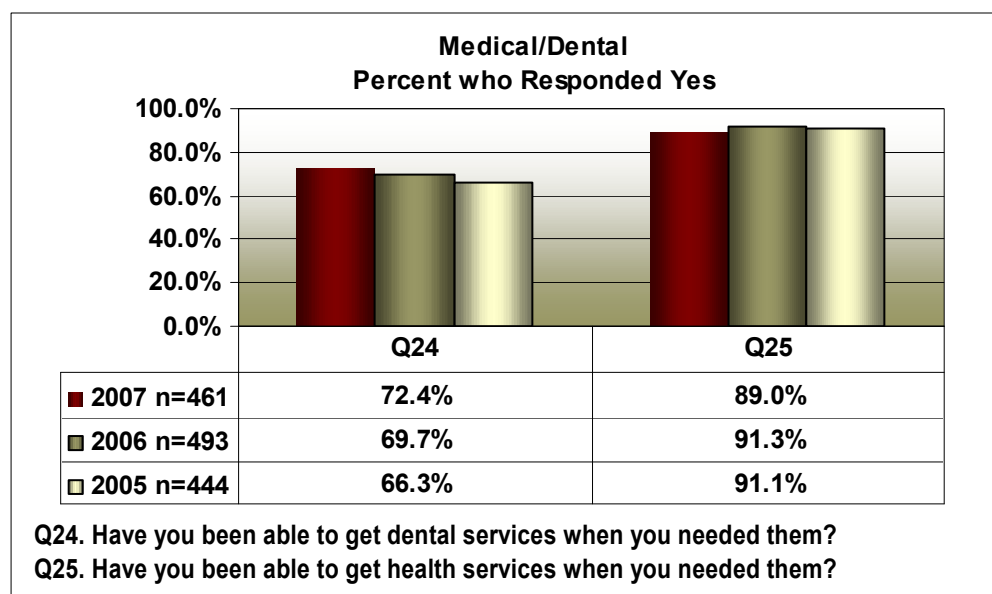
Q21. If you are currently unemployed would you like to work?

Q22. If you are currently unemployed would you like help or assistance to find work?

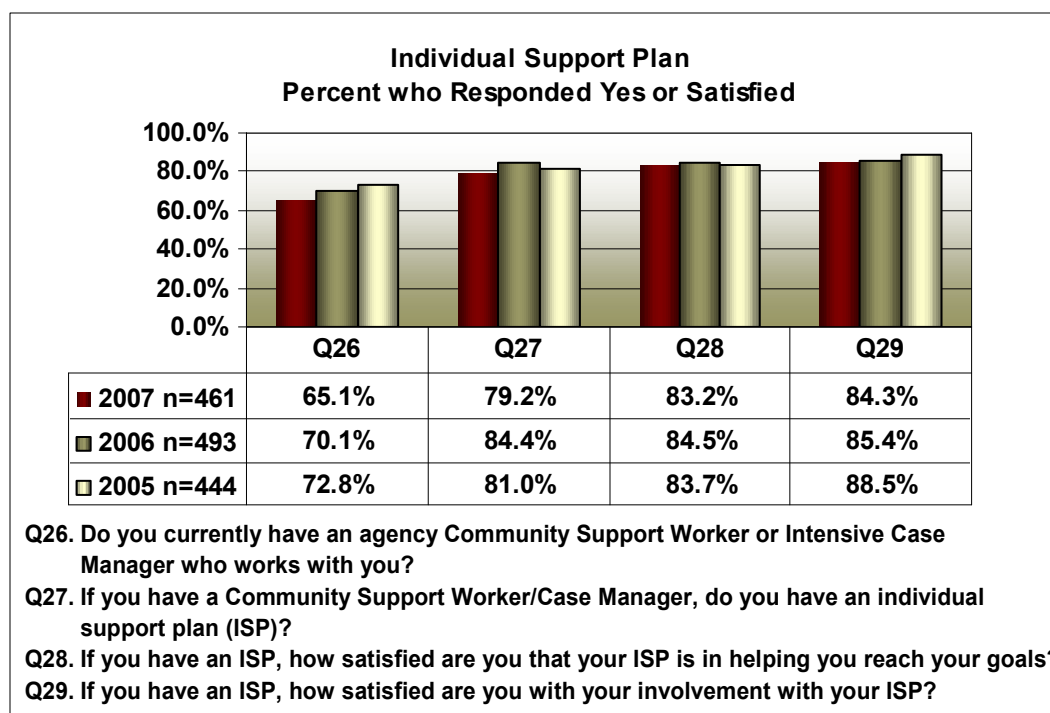
Q23. If you utilized Vocational Services and or Supports were they available to you when you needed them?

- For participants responding to the 2007 survey, 19.1% are employed either part or fulltime. Of those employed, 27.4% indicated receiving health benefits from their employer
- There has been an increase in satisfaction with employment over time
- There was less interest in finding employment if unemployment and in receiving assistance finding employment
- There has been no change in the availability of Vocational Services.

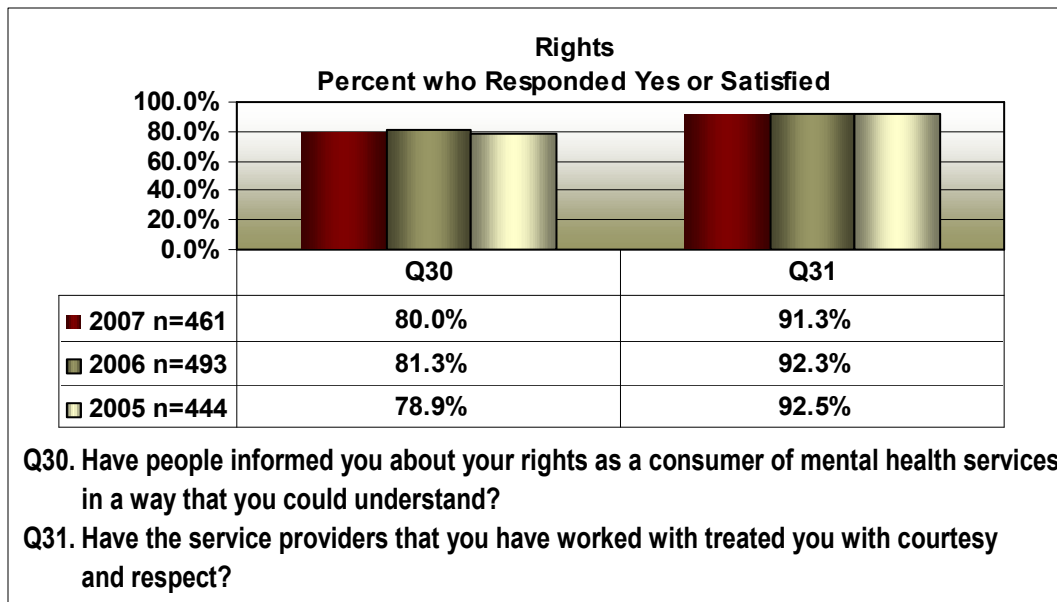
Note: The percentages for Q19 and Q20 are based on answers only from people who work full or part-time (2007 n=79, 2006 n=69, 2005, n=76).



- Consumers were less likely to report satisfaction with dental services as opposed to health services.

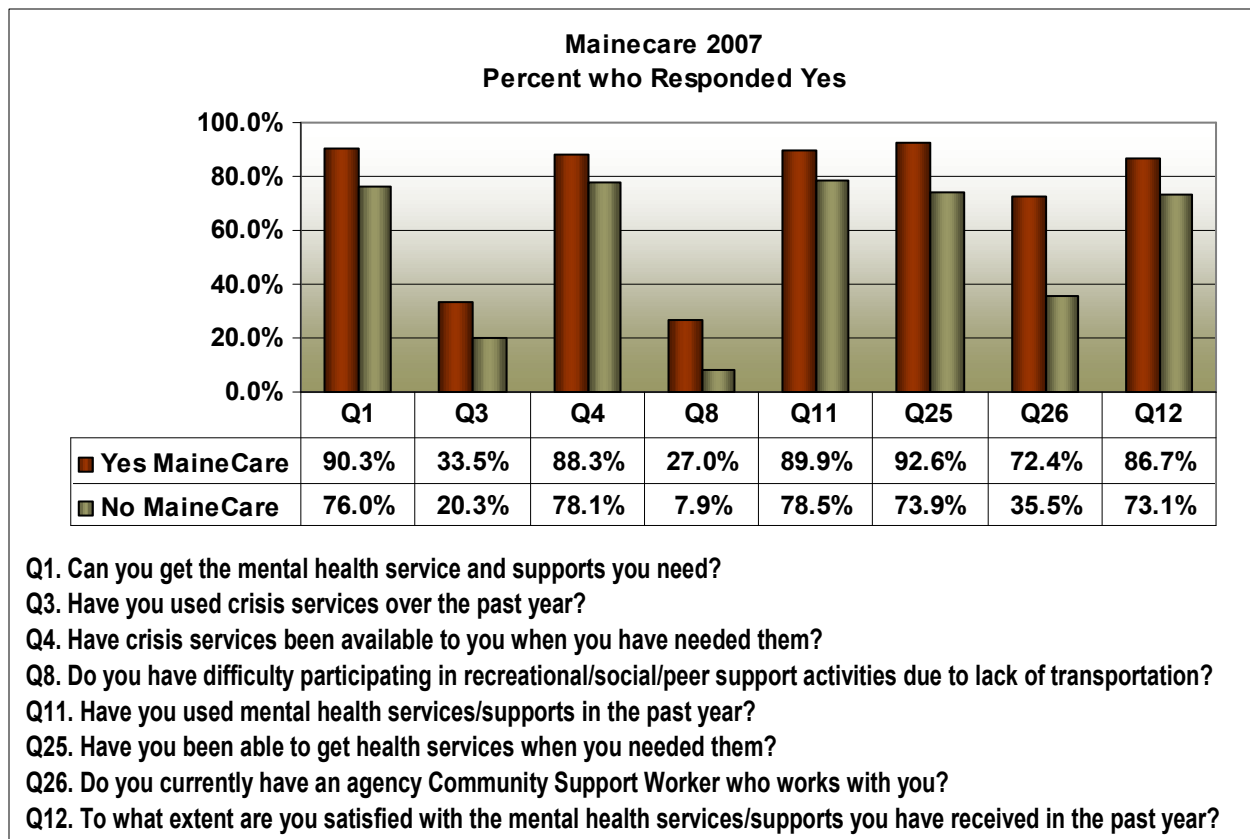


- There was a significant decrease of people who reported having a Community Support Worker or Case Manager who works with them (from 73% in 2005 to 65% in 2007).
- Almost 85% who received Community Support/Case Management reported having an ISP.
- Nearly 83% of the consumers reported satisfaction that the ISP helped them to reach goals, which remained stable over time.
- There has been a slight decrease over time with the involvement in the ISP from 88% in 2005 to 84% in 2007.



- Over time, the majority of consumers have reported a consistent pattern of both being informed about their rights as consumers in a way they could understand, (roughly 80%), and that providers have treated them with courtesy and respect (91%).

Satisfaction and MaineCare



Survey responses for individuals with MaineCare and those without MaineCare were compared. Those with MaineCare differed in their responses from those without MaineCare in several areas. Individuals with MaineCare were more likely to:

- Use mental health services in the past year (89.9% v. 78.5%).
- Report receiving the mental health services and supports they needed (90.3% vs. 76.0%).
- Use crisis services (33.5% vs. 20.3%).
- Use crisis services when needed (88.3% vs. 78.1%).
- Report difficulty participating in recreational/peer support activities due to lack of transportation (27.0% vs. 7.9%).
- Know how to get needed health services (92.6% vs. 73.9%) .
- Receive Community Support Services (72.4% vs. 35.5%).
- Report having an ISP if they received CSS Services (87.7% vs. 69.8%).
- Report higher satisfaction with the mental health services/supports received in the past year (86.7% vs. 73.1%).

Discussion Points

- During the past three years the Annual Class Member Survey has been completed by 1,423 respondents. By comparing an individuals' gender and date of birth across survey years, it is estimated that approximately 802 people out of the 1,423 (56.4%) have completed the survey more than once over the past three years.
- When comparing the responses to the survey questions from 2006 to 2007, there has been very little statistically significant differences to report. Satisfaction rates overall from year to year have not fluctuated very much in either direction.
- Almost 9 out of 10 individuals (88%) reported that they were able to get the Mental Health Services and Supports that they received in the past year.
- Satisfaction with current living situation is at a three-year high of 86.1% in 2007, compared to 80.8% in 2006 and 82.1% in 2005.
- Almost 8 out of 10 (79%) of the Class Members responding reported that they were unemployed (22%) or unemployed due to a disability (56%).
- The number of individuals reporting that they had a Community Support Worker has decreased 7.7% over the past 3 years, from 72.8% in 2005 to 65.1% in 2007
- Individuals with MaineCare reported that they used services more frequently and reported higher levels of satisfaction than those individuals who did not have MaineCare.

As the overall findings of the survey are demonstrating stability over time, some questions to consider include;

- What are the stability in satisfaction rates telling us?
- Are these satisfaction rates sufficient to inform stakeholders that the services being commented are adequate?
- Does this stability represent quality or can it be interpreted as an ongoing need for improvement?

As services will continue to change and evolve, it will become increasingly important to rely on satisfaction instruments, such as the Annual Class Member Survey, to gauge consumer perceptions about the adequacy and accessibility of the mental health services, as well as other health services they receive.



John E. Baldacci, Governor

Brenda M. Harvey, Commissioner

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